

An independent quality label for organizations



What does it offer?

The sureplus label is a certification of good practice of quality assurance. It offers organizations (institutions, centers, companies) the opportunity to have their good practice recognized externally. The sureplus label is not a certification of a specific product or process. It evaluates the application of integrative quality management, focused on all relevant aspects in an organization, with an emphasis on human factors.

The label is a revised version of the PROSE quality label, which was already introduced in 2004 for organizations that used the PROSE quality assurance tool. Since 2018, the sureplus label is available without the use of the PROSE instrument. However, PROSE makes it easier to achieve the predefined quality levels.

Who is managing the labeling procedure?

The sureplus label is managed by AQARTO, an autonomous agency for auditing, assessment and assistance in quality assurance. Located in Belgium and France, this agency works with independent experts. It has been involved in European Commission projects and has also provided advice to universities, agencies, and public services.

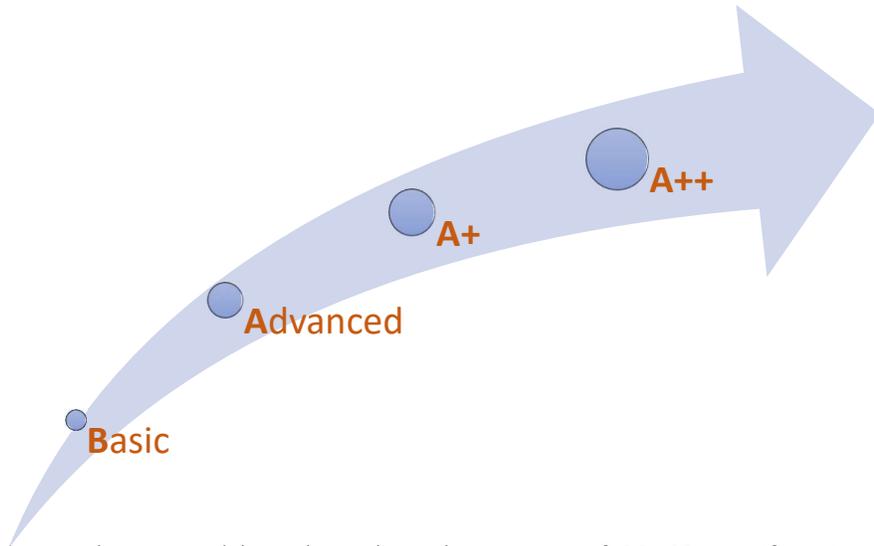
Networks or umbrella organizations can enter into a collaborative agreement with AQARTO whereby the label is adopted within their network. Cooperation in the management and distribution is then possible, but an independent objective assessment is guaranteed.

Who is doing the assessment?

The procedure starts with a team-based self-assessment. Clear criteria and standards allow you to assess whether your organization is eligible for a label. You prepare an application file on the basis of a template, which is then assessed by independent experts in quality assurance. It is examined whether the information supplied is sufficient and the self-evaluation is correctly executed and interpreted. From a certain level and in case further clarification is needed, an online interview or an on-site visit is scheduled.

How is the label structured?

The label has several levels of certification.



The levels are determined based on the achievement of 80+40 specific criteria, which are publicly available. The assessment is done via indexes that are calculated on the basis of meeting the various criteria, but also on the basis of their degree of realization. This is explained in the assessment schedule.

The label is a growth model, with A++ as the highest level. The period of validity is also determined by the level: the B label is valid for three years, the A label for 4 and the A+ label for 5 years. Organizations are thus encouraged to achieve a higher level. The C and D levels are entry levels that are recognized only once.

Organizations with a sureplus label level B or higher are published on the publicly accessible website www.sureplus.eu, indicating the level of the label achieved, the date of awarding and the period of validity.

How much does it cost?

The cost depends on the size of the organization and the level for which is applied. Networks or umbrella organizations that adopt the label can enter into an agreement whereby their members can obtain the sureplus label at a cheaper rate. There are special rates for organizations using PROSE. By obtaining a sureplus label, one can work with PROSE at reduced rates. So there is a financial incentive for those who implement quality assurance in a good way.

A hassle-free procedure

We keep administrative formalities to a minimum. You perform the self-assessment online and prepare the file in a simple template, with some documents to add. If you have internal reports in which matters have already been well described, simply add them in annex. Added documents are always treated confidentially. Also experts sign a confidentiality clause.

“

My experience with the audit and assessment method, based on independent experts, tells me that it is very honest and reliable.

”



“

A straightforward way of handling and a transparent procedure without unnecessary formalities.

”

Harry Sinke
Zaos opleiding



“

The self-assessment gave us a good view on what to expect regarding the level we would reach, and it was also corroborated by the experts.

”



Passing the 7C test as first condition

To qualify for a sureplus quality label, the 7 basic conditions for quality assurance must be met:

- **Coordination:** is it clear who is in charge for what, and how things are coordinated?
- **Competence:** do we have the basic competences to perform well and to manage well?
- **Coaching:** is it clear how and who is coaching and assessing collaborators?
- **Cooperation/Collaboration:** are processes based on or aimed at teamwork?
- **Communication:** do we have the means to communicate with all persons concerned?
- **Client/Customer orientation:** do we focus on what is important for the customer or user?
- **Cost management:** do we have a sound financial management?

These basic conditions are listed in 5 questionnaires with each 16 items:

- **Coordination**
- **Competence, coaching and collaboration**
- **Communication**
- **Client/Customer orientation**
- **Cost management**

Below you find some examples of criteria (4 items out of each questionnaire).

A selection of criteria out of the 7C test

1. Through a described organizational structure it is clear who is responsible for what.
2. It is clear who coordinates and how.
3. The organizational structure shows who leads whom.
4. It has been recorded/described how decision-making takes place in the organization.
5. We have the necessary competences for our goals and activities.
6. Employees are professionals in their domain and maintain their expertise through further training.
7. A policy defines procedures for the recruitment and evaluation of employees.
8. The evaluation criteria of employees are based on their function and domain of expertise.
9. It has been established who is responsible for which aspects of communication.
10. Employees are informed about important aspects of the organization.
11. There are established procedures and communication channels for important communication.
12. Information is kept on important aspects of the organization.
13. We have a view of the characteristics and expectations of our possible target groups.
14. We have described our range of services (with costs and modalities) on our website.
15. Documents for customers/client are clearly and user-friendly.
16. We regularly gauge customer/client satisfaction.
17. There is a financial policy with a long-term strategy, key figures, goals and forecasts.
18. Financial management ensures budget planning with costs and revenues in budget areas.
19. The actual situation of costs and revenues is monitored periodically.
20. Financial accounting and management of accounts is handled according to accounting rules.

The 4A test as core

The previous basic conditions are a precondition for being able to work on quality assurance in a good way. The actual quality assurance itself comprises 4 basic axes, which have been brought together in the 4A test into 2 lists (each with 20 items):

- **Appoint & Assure:** determine and assure quality through policy, management, procedures and measures
- **Advancement & Accountability:** improve quality and report on quality (by improvement projects, innovation and research reports)

Below you find the first 10 items out of each of the 2 lists.

A selection of criteria out of the 4A test

1. Quality assurance is continuously guided by a clear and visible commitment from managers, embedded in the daily policy.
2. The quality policy, the responsibilities, the planning of measurements and the methods and instruments used are clearly described.
3. There is a multi-annual planning of quality assurance, with a recurrent cycle of diagnosis, improvement and result-oriented control.
4. There is a clear customer/client orientation of quality assurance, including satisfaction measurements and a system of registration and follow-up of complaints and suggestions for improvement.
5. Quality assurance focuses in a broad sense on all relevant input factors (organizational conditions), core processes and output domains (result areas).
6. Quality assurance is based on self-evaluation and (team-oriented) consultation with persons directly involved.
7. A quality coordinator has been appointed in the organization when quality assurance was introduced.
8. The quality coordinator has a clear job profile and the necessary basic skills to take up this job properly.
9. Procedures have been established for important/critical core processes.
10. Quality indicators have been set for important/critical conditions, processes and results.
11. In the past 5 years (but at least 2 years ago), a broad self-assessment or screening has taken place in all areas, so that the right choice and a balanced selection of improvement actions could be made.
12. In recent years, based on a well-founded choice, a thorough self-evaluation or diagnosis has been carried out on at least three themes or areas, so that focused improvements could be made.
13. Self-evaluations were done through a well-chosen composition of diagnostic groups, and were also followed up by discussions about the results in function of possible improvements.
14. The results of the self-evaluations and subsequent discussions have been clearly described in reports, with observations and opportunities for improvement.
15. The results of the self-evaluations were communicated to the various parties/persons involved (participants and the internal consultative bodies designated for this).
16. The employees of the organization are timely and regularly informed about (and sensitized to) quality assurance (and in particular improvement).
17. Relevant employees are actively involved in evaluating quality and in looking for possible improvements (through surveys, satisfaction measurements, discussions...).
18. Every year improvement actions or projects are defined for realization (in the short or medium term).
19. Improvement projects or actions are clearly defined, with the managers responsible for it, the desired results and the durations indicated.
20. Improvement projects or actions are clearly recorded and integrated in a quality improvement plan.

Assessment approach of

Organization-wide or unit-specific

If a label is requested at the level of the organization as a whole, it is first checked (based on the scale and structure) whether an assessment is possible at this level or whether the assessment is necessary for the various departments or units. If the label is applied for at the level of a department, this department must have sufficient autonomy within the organization. If in doubt, contact us in advance.

Self-evaluation as a starting basis

Self-evaluation is an important starting point in quality assurance, and that is also the case when drawing up your application file. You perform a self-assessment in advance with members of the quality steering group or the board of directors, based on the 7C and 4A sets. You carry out these self-evaluations with at least 5 employees via the PROSE Online Digital System. If you do not have a PROSE account, you can access it through a temporary account, or you can take a Trial account. The online system automatically generates a report. Your self-assessment (with supporting material) is part of your application file. Depending on the results achieved, you are eligible for a certain level of the label. For example, for a B level, you must score positive on at least 70% of the criteria.

Label level	Years of validity	Significance *	Public recognition
D - Discovery	1	You apply the self-test as an exploration. You achieve at least half of the criteria. You can achieve this level only once, serving as a stepping stone for further growth.	no
C - Candidate	2	You achieve at least a pass on the effectiveness index, which is automatically calculated via the online self-evaluation. You can achieve this level only once.	no
B - Basic	3	You achieve a good score on the effectiveness index (at least 70%) and thus demonstrate that your quality assurance meets a basic level for external recognition.	yes
A - Advanced	4	By a very good index, scoring positively on at least 80% of the assessment criteria, you demonstrate that you are at an advanced level of quality assurance.	yes
A+	5	Thanks to an excellent effectiveness index, your continued efforts in quality assurance receive external recognition as a good practice, and a model for other organizations.	yes
A++	5	If your quality assurance meets all criteria, this is a perfect model of sustainable integrative quality assurance. You achieve the sureplus label at the highest level.	yes

* The precise and additional conditions are explained in detail further on.

7C Self-assessment tool

Would you like to test whether your organization would meet the criteria? Below you find the first half of the five 7C questionnaires. These are the so-called conditional items. To achieve a B-level label, 7 out of 8 items in each list must be positive. For a C-certificate as a stepping stone, 6 out of 8 must be positive.

It is important that you read the items correctly as they are written. For example, if asked if there is a system for internal messaging, answer positive if there is one, even if you think the system is not working properly. After all, the 7C list is only about the basic conditions. Quality assurance items are to be found in the 4A set. If there is a system for internal messaging that is actually not functioning or not being used, you answer negatively.

Would you like to try out the complete lists and also have the two indexes calculated? You can do this online in the PROSE Online Digital System, on an anonymous basis on a secure server. You can get free online access by registering at info@prose.be. You can also directly execute the self-assessment with several people in your organization through an own dedicated PROSE account. You can then activate the two sets for a group of people that you compose yourself.

1 Coordination

- Through a described organizational structure it is clear who is responsible for what.
- It is clear who coordinates and how.
- The organizational structure shows who leads whom.
- It has been recorded/described how decision-making takes place in the organization.
- The organizational structure shows which persons work together in units.
- There are job descriptions with responsibilities and authorization domains.
- Employees are informed about decisions taken.
- Employees feel co-responsible for their own work processes.

2 Competence, coaching & collaboration

- We have the necessary competences for our goals and activities.
- Employees are professionals, and maintain their expertise through further training.
- A policy defines procedures for the recruitment and evaluation of employees.
- The evaluation criteria of employees are based on their function and domain of expertise.
- There is consultation with employees about their job assignment and performance.
- Employees in the organization are skilled in working together as a team.
- There is a human resources planning based on needs and expectations.
- There is a policy for professionalization, upskilling and reskilling for employees.

3 Communication

- It has been defined who is responsible for which aspects of communication.
- Employees are informed about important aspects of the organization.
- There are established procedures and communication channels for important communication.
- Information is kept on important aspects of the organization.
- There is a system (intranet, e-mail) for internal reporting.
- There are communication channels (website, newsletter, brochures) for external information about the organization / department.
- There is a system for storing / archiving / consulting information.
- Administrative (reporting) obligations to external parties (including the government) are followed up.

4 Client orientation

- We have a view of the characteristics and expectations of our possible target groups.
- We have described our range of services (as well as their cost, terms and conditions) on our website (eventually via downloadable documents).
- Documents for clients are clear and user-friendly.
- We regularly gauge client satisfaction.
- Clients can provide comments or suggestions for improvement, which are also recorded.
- (Potential) target group clients (and any interested parties) know in advance what to expect of our services, via concrete descriptions and communication.
- We correctly observe general modalities and specific agreements made with the client about the provision of services.
- Clients are approached by us in a friendly and helpful manner.

5 Cost management

- There is a financial policy with a long-term strategy, based on key figures, goals and forecasts.
- Financial management ensures a budget planning in which costs and revenues are included in various budget areas.
- The actual situation of costs and revenues is monitored periodically.
- Financial accounting and management of accounts is executed according to accounting rules.
- There are systematic in-between financial updating reports to the management.
- Reporting is done to administrative and governing bodies and external stakeholders (such as government services).
- The drawing up and approval of the budget, balance sheet and profit and loss account is done in accordance with the regulations.
- There are rules / agreements that budget holders should apply when spending.

Would you like to test whether your organization would also meet the criteria for quality assurance? Below you will find the first half of the two 4A questionnaires. These are the so-called conditional items. To achieve a B-level label, 7 out of 10 items in each list must be positive. For a C-certificate as a stepping stone, 6 out of 10 must be positive.

Would you like to try out the complete lists and also have the two indexes calculated? You can do this online on the PROSE Online Digital System, on an anonymous basis on a secure server. You can get free online access by registering at info@prose.be. You can also directly execute the self-assessment with several people in your organization through an own dedicated PROSE account. You can then activate the two sets for a group of people that you compose yourself.

Appointing and assuring quality

- Quality assurance is continuously guided by a clear and visible commitment from managers, embedded in the daily policy.
- The quality policy, the responsibilities, the planning of measurements and the methods and instruments used are clearly described.
- There is a multi-annual planning of quality assurance, with a recurrent cycle of diagnosis, improvement and result-oriented control.
- There is a clear client orientation of quality assurance, including satisfaction measurements and a system of registration and follow-up of complaints and suggestions for improvement.
- In a broad sense, quality assurance focuses on all relevant input factors (organizational conditions), core processes and output domains (result areas).
- The quality assurance is based on self-evaluation and (team-oriented) consultation with those directly involved.
- A quality coordinator has been appointed in the organization when implementing of quality assurance (and the introduction of instruments such as PROSE).
- The quality coordinator has a clear job profile and the necessary basic skills to take up this job properly.
- Procedures have been established for important / critical core processes.
- Quality indicators have been set for important / critical conditions, processes and results.

Advancement and accountability

- In the past 5 years (but at least 2 years ago), a broad self-assessment or screening has taken place in all areas, so that the right choice and a balanced selection of improvement actions could be made.
- In recent years, based on a well-founded choice, a thorough self-evaluation or diagnosis has been carried out on at least three themes or areas, so that focused improvements could be made.
- Self-evaluations were done through a well-chosen composition of diagnostic groups, and were also followed up by discussions about the results in function of possible improvements.
- The results of the self-evaluations and subsequent discussions have been clearly described in reports, with observations and opportunities for improvement.
- The results of the self-evaluations were communicated to the various parties/persons involved (participants and the internal consultative bodies designated for this).
- The employees of the organization are timely and regularly informed about (and sensitized to) quality assurance (and in particular improvement).
- Relevant employees are actively involved in evaluating quality and in looking for possible improvements (through surveys, satisfaction measurements, discussions...).
- Every year improvement actions or projects are defined for realization (in the short or medium term).
- Improvement projects or actions are clearly defined, with the managers responsible for it, the desired results and the durations indicated.
- Improvement projects or actions are clearly recorded and integrated in a quality improvement plan.

When submitting your application file, you will have to substantiate your self-assessment as much as possible with references to existing documents, recorded agreements, reports, satisfaction measurements, meeting records, working group descriptions and so on. In the online self-evaluation, participants can indicate on what basis they judge an item as positive.

You can add evidence attached to your application file. Additional evidence can be requested during validation or during an audit.

Don't forget to also check the 7C lists about the basic conditions.

The PROSE Online Digital System

If you already have a PROSE account, then you perform the team-based self-assessment in your existing account. If not, you will have temporary access to a limited account or you can take a Trial account by which you have access to the different parts of the PROSE tools.

In the system you activate the 7C and 4A sets and carry out these self-assessments with at least 5 employees. These answer the items on a five-point scale and can provide additional comments for each item. You can also indicate improvement priorities and indicate on what basis items are judged positively: available documents, own experience or research data.

The screenshot shows the PROSE Online Digital System interface. At the top, there is a navigation bar with 'Algemene website', 'Gebruikerssite', and 'Online diagnostiek'. The user is logged in as 'ano niem1' from the organization 'Zegasus voorziening'. The main heading is '7 condities voor kwaliteitszorg' and '7C: coördinatie'. Below this, there is a table for 'Bevragingen en vragenlijsten' with columns for 'I', 'P', and 'B'. The 'I' column is filled with '1', indicating that all items are answered. To the right of the table, there is a legend for 'Legende' with symbols for 'I', 'P', and 'B'. The main content area displays 8 items for assessment, each with a five-point scale and a 'Beantwoorde' button. The items are: 1. Via een beschreven organisatiestructuur is het duidelijk wie verantwoordelijk is voor wat. 2. Het is duidelijk wie het geheel coördineert en hoe. 3. De organisatiestructuur geeft weer wie leiding geeft aan wie. 4. Er is vastgelegd/beschreven op welke wijze besluitvorming in de organisatie gebeurt. 5. De organisatiestructuur geeft weer welke personen in eenheden samenwerken. 6. Er zijn functiebeschrijvingen met verantwoordelijkheden en bevoegdheden. 7. Medewerkers worden ingelicht over genomen beslissingen. 8. Medewerkers voelen zich medeverantwoordelijk voor hun eigen werkprocessen.

The anonymity of respondents is protected: you cannot see which person gave which answers. You can see who has answered the questionnaire and can send reminders to those who have not yet completed the questionnaires.

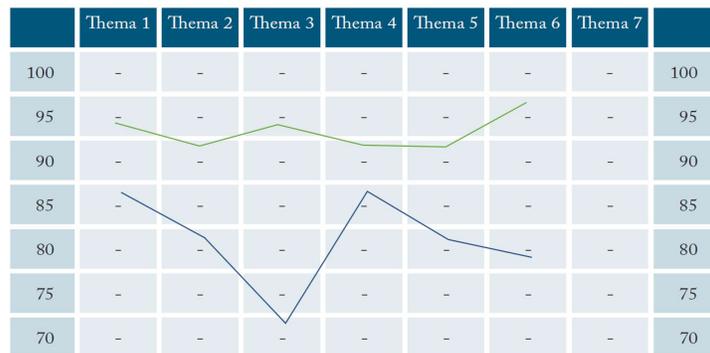
The system automatically calculates the results and provides you with a report, at questionnaire level and at the level of the various items. If you work with larger groups, you can divide respondents into subgroups and calculate averages per subgroup. The two indexes calculated for each item list (based on the total number of items) are easy to interpret: more than 60 is sufficient, 70 is good, 80 is very good, and 90 is excellent.

Effectiveness index:

how much of the items have a positive score?

Performance index:

summation of the scale scores on all items



Assessment procedure



Submission of your application file

Your request is made by filling in the file form for validation and recognition of good practice in quality assurance. You add the results of the 7C and 4A self-evaluations as a PDF attachment to the file. The file (5 to max. 20 pages excl. appendices) is submitted digitally in Word format to AQARTO by the director, the quality coordinator or the responsible quality manager. The completeness, correctness, clarity and convincing value of your descriptions are important. You insert references to verifiable elements (which can be requested additionally). You may add all elements that can substantiate your application and that you consider important to ensure a correct assessment, but make sure that it stays focused on the essential aspects. It is better to keep the file clear and concise.

The image shows a form titled 'Dossier ter validatie en erkenning van goede praktijk in kwaliteitszorg via het verkrijgen van een SUREPLUS kwaliteitslabel'. Below the title, it asks for the level of the label (A+, A, B, C, D) and the date of the assessment. It also includes fields for the organization's name and department names in uppercase letters. At the bottom, it specifies the date of preparation and the assessor's name, also in uppercase. A small note at the bottom states that the dossier is based on the quality assurance in the past 3 to 6 years (20XX - 20XX).

Admissibility check

The preliminary admissibility check is carried out by AQARTO within one week of receipt of the submitted file. This check is based on the criteria regarding organizational structure, the structure of the file and the completeness and readability of the appendices. If a file contains insufficient information or is poorly structured, it will be refused. In this case, it is indicated which elements are insufficient and the fixed file handling cost is charged. The candidate will receive the result of this admissibility check within a few weeks of receipt. If the file is declared inadmissible, the reason is clarified and the candidate is given the opportunity to complete or restructure the file. The fixed file handling cost is charged for every file that is submitted.

Startup of the assessment and appointment of experts-assessors

If the file is declared admissible, the assessment phase is started. For files for which a limited label is requested at levels D or C, a limited assessment is carried out. One expert is called in for such a limited assessment; this assessment takes place within two weeks of the decision of admissibility and possibly together with the admissibility statement. In an assessment for levels A and B, the file is validated by two independent experts. Three experts are involved as standard for higher levels (A+ or A++). When assigning the file to multiple experts, a validation supervisor is also appointed.

Requirements for experts-assessors

Like the assessors, validation supervisors are selected on the basis of their expertise in quality assurance and preferably sustainable integrative quality management. Experts are engaged who do not have a family relationship, partner or friendship relationship or a professional relationship with administrative persons from the organization that submitted the file. Experts who believe that their assessment cannot be sufficiently objective due to the existence of such a link should report this when initially requested. If an expert fails to do this, no compensation will be paid for the assessment concerned and the expert will be deleted as a recognized assessor and validation expert.

Validation and assessment of your application file

The experts check whether the self-evaluation in the file is coherent, meets the criteria and is sufficiently supported by evidence. The validation is therefore mainly aimed at the correctness and persuasiveness of a submitted file, based on the same criteria as used in the self-assessment.

The experts will check whether the criteria for the requested level have been sufficiently answered, whether the substantive arguments in the file are complete and convincing, and whether the appendices added are relevant and provide convincing evidence. The standards of the performance and effectiveness index must be met for the various lists. In addition, one must score positively on a minimum number of the so-called conditional items (these are the first half of the items in each list). With the 7C test, the first 8 of the 16 items and with the 4A test, the first 10 of the 20 items constitute the conditional items in the lists. The number of items on which one has to pass varies according to the level of the label: for example for the B level 7 out of 10 conditional 4A items must be positive, for the A+ label 9 out of 10.

The number of experts involved in the validation depends on the label level and the consensus among experts. An online interview or an on-site visit will be arranged, depending on the label level, the quality of the dossier submitted and the consensus among assessors. For an A+ or A++ label, validation via an online interview or on-site visit is always required.

Label level	Period of validity	Number of experts assessors	Validation on site or online	Required performance index	Required effectiveness index	Conditional 7C items positive	Conditional 4A items positive
D	1	1	no	40	50	5/8	5/10
C	2	1	no	50	60	6/8	6/10
B	3	2	optional	60	70	7/8	7/10
A	4	2	optional	70	80	8/8	8/10
A+	5	3	standard	80	90	8/8	9/10
A++	5	3	standard	90	100	8/8	10/10

The performance index (max. 100) is calculated based on the summation of scale scores given on the items; the effectiveness index is the proportional number of items that have been assessed as sufficient (max. 100%).

The indexes are more difficult to calculate with the 7C test, because these lists consist of 16 items. The calculation is done automatically in the online system. Below are examples of conversion:

Labelniveau	Performance index (max. 100)	Total score (max. 80)	Effectiveness (% items positive)	Number of positive 7C items (of 16)
B	>60	>48	>70	12 or more
A	>70	>56	>80	13 or more
A+	>80	>64	>90	15 or more
A++	>90	>72	>100	16 of the 16

Conclusion of the validation

The conclusion of the validation is formulated in 100 to max. 300 words and contains appreciation of certain elements or (in case of negative assessment) an indication of aspects that are not sufficiently convincing. The conclusion is sent to AQARTO by e-mail within 2 weeks after receipt of the file. If an expert needs more time, this is agreed upon acceptance.

Check of the validation by the supervisor

From level B and up, the conclusions of experts together with the submitted file (and attachments) are provided to an independent validation supervisor. This person also receives the data (name, position and expertise) from the experts involved. The supervisor checks whether the validation has been carried out in accordance with the procedure, whether the assessment by experts has been correctly established, whether the conclusion has been formulated in a clear and substantiated manner, and whether there is sufficient agreement in the assessments. In the final conclusion, the supervisor decides whether the validation is correct and whether this leads to an unambiguous conclusion.

Final conclusion or eventual additional validation

In case of a positive final assessment, the combined conclusions are sent to the candidates. In case of non-conformity of assessment, the validation supervisor will discuss whether this can be resolved by clearance through discussion with the experts within 2 weeks, or whether an additional assessment is required through an online consultation or on-site consultation with AQARTO or an additional independent expert. This additional assessment option is first presented to the candidate, as this implies an increase in the assessment cost. An additional assessment is completed within 2 months at the latest and is submitted to the validation supervisor.

Certification

The awarding of a label is announced by AQARTO to the candidate within 2 weeks after receipt of the final assessment. A certificate is provided. The recognized organization can insert the label to its own communications (digital or on paper), always accompanied by the period of validity and the level.

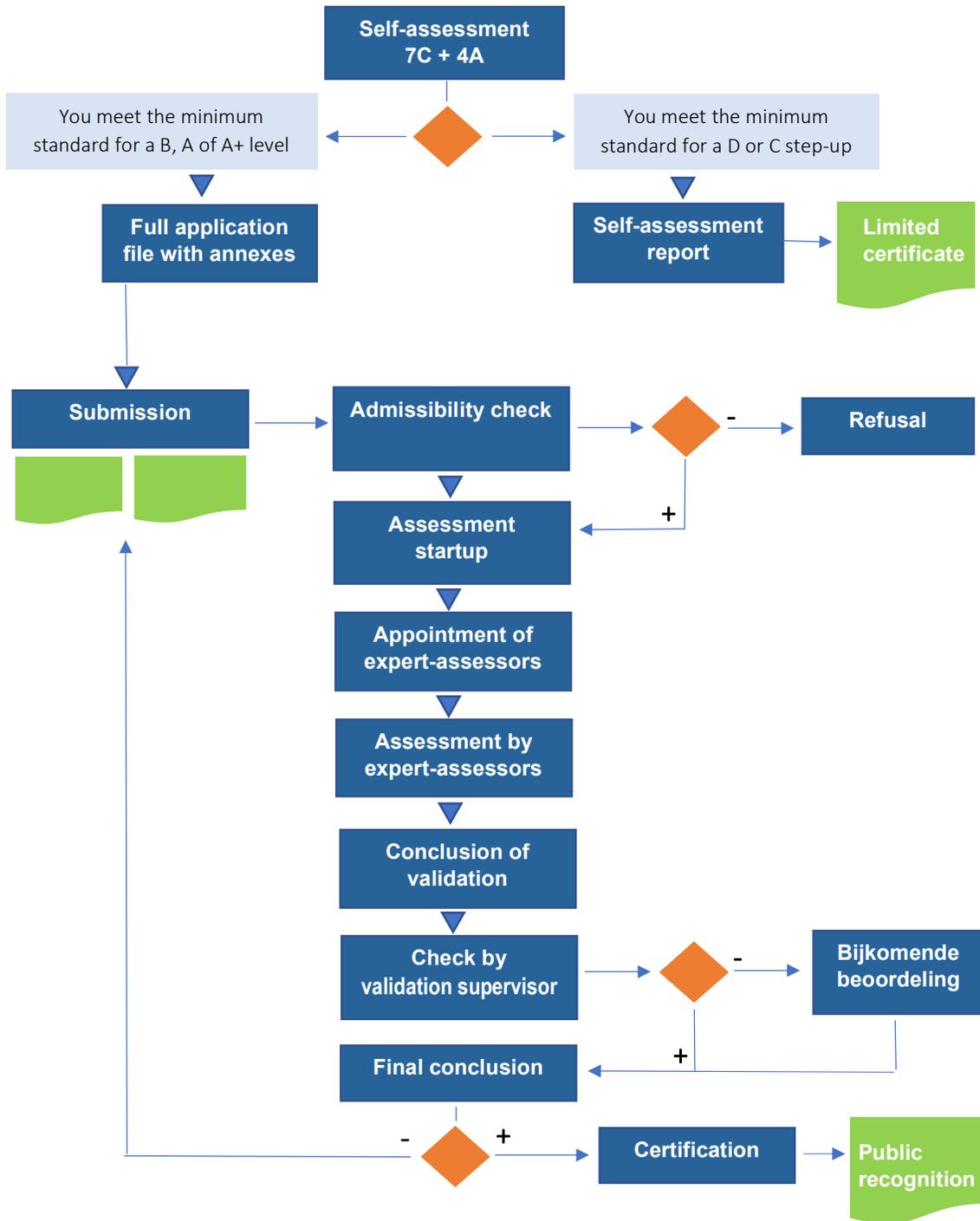
Discretion rules

The identity of the original assessors are not disclosed to candidates or an additional assessor. This method is intended to ensure an objective assessment as much as possible. If a candidate does not agree with the result of an assessment, he does have the opportunity to contact the validation supervisor, who can explain the validity of the assessments to the candidate without disclosing the names of experts.

Experts and supervisors are bound by discretion. Files and attachments received are not further distributed. Both the digital and printed versions are removed from personal data carriers within 2 weeks after the assessment. A validating expert does not communicate directly with the candidate about the file, the assessment or his involvement in it. A validation supervisor can communicate with the candidate about the assessment and the procedure followed, without mentioning the names of assessors.

Lead time

You find a schematic overview of the assessment procedure on the next page. The total lead time, from submission to final assessment, is normally 2 months for B level. If additional assessments and/or site visits are included, this may amount to (max.) 4 months. In any case we guarantee a limitation to a maximum of 6 months total lead time.



Rates of the label

You choose in advance at which level you submit your file, since the rate is based on this. You pay a fixed file handling cost and an assessment cost. There are no additional payments during the period of validity. In an assessment, the cost (file handling and assessment costs) is charged according to the label level that is requested, even if the result does not lead to recognition with a label. If a submitted file is refused for assessment, only the fixed file handling cost will be charged. If additional assessments or visits are necessary, additional costs and travel costs will be charged and agreed in advance.

Normal rates 2020		Assessment cost based on the size of the organization (FTE)							
Label	Fixed cost	< 10 FTE	< 25 FTE	< 50 FTE	< 100 FTE	< 250 FTE	< 500 FTE	< 1000 FTE	< 2500 FTE
D - Discovery	150	25	50	100	150	200	250	300	350
C - Candidate	150	100	150	250	300	450	600	750	900
B - Basic	500	300	500	750	900	1250	1750	2500	3000
A - Advanced	500	500	750	1000	1250	1750	2250	3000	3500
A+	900	750	1000	1250	1750	2250	2750	3250	3750
A++	900	1000	1250	1500	2000	2500	3000	3500	4000

Rates expressed in Euro excl. 21% VAT. The self-evaluation is done online via a temporary access to the PROSE Online Digital System. An additional € 80 is charged for this. You can also opt for a Trial account for 1 year.

Special rates 2020 for PROSE-users		Assessment cost based on the size of the organization (FTE)							
Label	Fixed cost	< 10 FTE	< 25 FTE	< 50 FTE	< 100 FTE	< 250 FTE	< 500 FTE	< 1000 FTE	< 2500 FTE
D - Discovery	75	10	25	50	100	150	200	250	300
C - Candidate	75	50	75	125	200	300	400	500	600
B - Basic	250	150	250	500	750	1000	1500	2000	2500
A - Advanced	250	300	500	750	1000	1500	2000	2500	3000
A+	450	450	750	900	1500	2000	2500	3000	3250
A++	450	600	900	1250	1750	2250	2750	3250	3500

Rates expressed in Euro excl. 21% VAT. These rates are applicable after 3 years use of a PROSE account.

If the sureplus label is adopted by a network or umbrella organization, favorable rates can be agreed. PROSE uses benefit from reduced rates. Conversely, obtaining a sureplus label leads to greatly reduced rates for a PROSE account. We want to emphasize the interaction and mutual dependence of a good instrument and a good practice.

More information on the website www.sureplus.eu

What is the most interesting option?

Your choice depends on the current situation and functioning of your organization, your ambition and your clear engagement for integrative quality management.

- **Situation A: you have a quality management system and you want to optimize it further.** If there is a dedicated quality coordinator and a driven quality culture, you should be able to achieve the quality label at A level, or at least B level, within 1 to 2 years.
- **Situation B: you have deployed aspects of a quality management system partially.** In this case, it is best not to waste time and to do a self-assessment as soon as possible. You can use the PROSE system to orient your quality assurance system towards integrative quality management. You should be able to achieve the level B sureplus label within 1 to 2 years. This will remain valid for 3 years, so that you can further fine-tune your quality assurance within that period and then achieve the label at level A. This will then remain valid for 4 years.
- **Situation C: you are convinced of quality management but you're just starting up.** In this case much depends on the dynamics present in your organization and the competence of staff members, in particular the persons who are responsible for quality assurance. You can view the lack of a quality management system as an opportunity to immediately focus on integrative quality management. Using the PROSE system makes this easier. Moreover, you can get training and support through this route.

A concrete example for an organization with 800 FTE staff members

- **You already have a PROSE-account** to use this toolbox for deploying a system of integrative quality management. You immediately execute a 7C and 4A self-assessment. You determine that you are actually already reaching level C. You now know exactly what is still missing to grow. You submit your file to obtain a provisional certificate of the C-level. This will cost you 575 € but by achieving this entry level the cost of your PROSE subscription will be reduced by 25% (400€) in the same year and the following year. Your investment actually pays off fully. In addition, you have an external confirmation whether your self-assessment and your report have been correctly built up and are convincing. Thanks to targeted efforts, you will achieve the A+ level in 2021. This recognition costs you (as a PROSE user) 3450€, but this label level remains valid for 5 years. Up to 2026, you will also have nearly 50% reduction on your PROSE subscription based on this label, which will yield a financial benefit of € 3,500 over 5 years. By properly applying quality management, you have actually fully recouped the cost of the quality label.
- **You do not yet have a PROSE account** and decide to join an Entry formula in 2020. In the meantime, the quality coordinator (together with a board member) follows the intensive course *Working on quality* and applies the principles and methods in a targeted manner. You will achieve the sureplus B quality label in 2021 and pay only 2250 € instead of 3000 € through your PROSE account. Because you have already obtained the quality label for the first time and learned from the feedback from experts, you will be able to achieve the prestigious A+ level in 2024, which will give you 5 years of recognition. In addition, after the 3-year subscription, you are also entitled to a reduced PROSE rate through the label, so that you only pay 800 € per year instead of 1500 €. In 5 years time this means an advantage of 3,500 €.

Any questions left?

- **Do we only have to pay once for the quality label?** Indeed: per recognition you pay once, not annually. There are no recurring costs. At the end of the validity period, you can renew the label by submitting a new application at the applicable rates.
- **If we go for the label at level A, and it turns out that we don't get A but B. What then?** Then you will receive the label at level B, but you will pay for the level for which you applied for it. It is therefore important that you are sufficiently self-critical in the self-assessment.
- **Are there no hidden costs?** No. Only if an additional assessment has to be made or if a visit is scheduled, additional costs will be charged that are agreed in advance. The standard rate is used for on-site advice (60 €/h for PROSE users, otherwise 90 €/h excl. VAT), plus any travel costs.
- **We already have experience with another model. Is it easy to switch?** That depends on the model. For example, if you already work with an EFQM-derived model, you will be able to switch effortlessly. You must however orient towards integrative quality management.
- **Can we have AQARTO pre-screen us?** You can, but we only do this on the basis of a self-assessment. A screening must be done at least six months before the application for a label, so that there is no mixing with the assessment process. The cost for a screening with on-site consultation (3 hours) is € 750 (or € 300 for PROSE users, excl. VAT and travel).
- **Can we call on training and support?** This is possible, but not in the run-up to or during the assessment, as we want to avoid interference between support and assessment. Training sessions in quality assurance are organized by AQARTO. It is advisable to follow such training well in advance.
- **We are a team with less than 5 employees. Can we obtain the label?** The standard working method requires that 5 people from the organization perform the self-assessment online in a first step. This can also include people who are engaged on an independent basis in the organization. When there are no 5 people, a specific self-evaluation method can be agreed, which is carried out (in whole or in part online and/or on paper) with two, three or four persons. The consensus scoring must in any case be entered digitally online and forms the basis for the file. The applicant organization must report this in advance or with the application, so that the file can be declared admissible.

Still questions left? Do let us know through the website form.

Steevliet achieved the **sureplus**-label at A-level in 2018. The certificate was formally awarded by the secretary-general of the Public Agency of Youth.



Still in doubt?

A sureplus quality label means recognition of the efforts to effectively realize a quality culture within your organization. It not only means a public recognition that can be beneficial for vetting or inspections and building partnerships, but also an appreciation of the efforts of all employees. The sureplus quality label is aimed at the application of integrative quality management, focused on all relevant aspects in your organization, with an emphasis on human factors. It is therefore best to apply for recognition if you really opt for a quality assurance system with attention to human factors in your organization.

The sureplus quality label is aimed at sustainable integrative quality management and allows you to grow in this. Clear criteria and assessment standards allow you to assess whether you are eligible for the label. So you know in advance where you stand and you can grow in quality management because you know what you have to work on to achieve a higher level. The more robust your quality assurance has been developed, the higher the level and duration of recognition you get. For example, you can start at an entry level C and progress within two years to a B or even A+ level, which is valid for 5 years. If you have a PROSE account, you have all the tools to build a quality assurance system from the start.

Feel free to make a comparison with other labels using the 12 criteria below:

	sureplus label	other label
Do I receive full information at the start about the cost of the label?	✓	<input type="checkbox"/>
Is there a good value for money ratio?	✓	<input type="checkbox"/>
Is the certification procedure based on self-assessment?	✓	<input type="checkbox"/>
Does the application require only limited administrative work?	✓	<input type="checkbox"/>
Do I get a clear view of the concrete assessment criteria?	✓	<input type="checkbox"/>
Do I get clear information about the assessment procedure?	✓	<input type="checkbox"/>
Does the label have different levels and the possibility to grow?	✓	<input type="checkbox"/>
Does the organization have affinity with the sector and our target group?	✓	<input type="checkbox"/>
Does the label offer the possibility of benchmarking?	✓	<input type="checkbox"/>
Does the label aim for a broad recognition of good quality care practice?	✓	<input type="checkbox"/>

You can obtain the sureplus label without using the PROSE instrument. In practice, the use of PROSE will normally lead to a higher level of quality assurance, and achieving the label will therefore also be more self-evident. More information can be found in the brochures on the websites www.sureplus.eu and www.prose.eu

Digital and doable

The assessment framework, assessment procedure and cost of the sureplus quality label are fully explained in this brochure, so there are no surprises or misunderstandings. Do you still have questions? We are happy to answer them. Would you like to try out the online self-assessment without obligation? We are happy to give you temporary access.

We strive for quality management that is effective and efficient. We avoid administrative burdens and keep the costs low. Good quality management must also be feasible and affordable for all parties involved.

We avoid travel and make maximum use of digital communication and online consultation. We have been working virtually paperless since 2018 and completely paperless from 2020. Hopefully you don't print this brochure on paper. You can always download the most current version. You may forward this brochure in PDF to colleagues, but please always mention to consult the website www.sureplus.eu.

Contact us for additional information at info@prose.be



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Rates in this brochure are excl. VAT and are susceptible to change. Consult the websites for actual information.

www.sureplus.eu and www.prose.eu